

RFQ 0913-0002 Limited English Proficient (LEP) Pathway

Exhibit D-3

Statement of Work

Job Skills (JT) and Customized Job Skills Training (CJST)

1. Purpose

The purpose of this service is to provide Job Skills Training in selected occupations to LEP participants. Participants enrolled and completing JT or CJST are considered to be job ready.

2. Definitions

- a. "Job Skills Training" (JT) is a short term training that lasts up to seven weeks and enhances participant's employability by providing instructions and teaching specific skills that are marketable to employers.
- b. "Customized Job Skills Training" (CJST) formerly known as pre-employment training is a 8-22 week training program that is customized for specific employers or tied to a specific industry. CJSTs must include industry-specific technical training and be tied to jobs with good labor market demand.

3. Participant Eligibility

The Contractor shall provide services to Washington State residents who are:

- a. LEP TANF parents and RCA recipients who have been referred by DSHS;
- b. Individuals age 16 and older who have not naturalized as US citizen and have a current status of a:
 - (1) Refugee;
 - (2) Asylee;
 - (3) Victim of human trafficking;
 - (4) Amerasian;
 - (5) Cuban-Haitian entrant;
 - (6) Iraqi or Afghan Special Immigrants and their eligible family members.

4. Contractor Responsibilities

The Contractor shall:

- a. Submit a course outline to the ORIA Program Manager for approval at least ten business days before the JT or CJST start date, detailing the training curriculum and

objectives, time frames, eligibility criteria, testing, graduation requirements and employment opportunities. The following criteria must be in place for ORIA approval:

- (1) CJST must include industry-specific technical training, be tied to jobs with good labor market demand, and target fields with better than average entry-level wages for the local area.
 - (2) JT or CJST shall provide a minimum of 20 hours per week of class time; have a start and end date and not operate on an open enrollment basis.
- b. Ensure that each participant enrolled in the selected training has the skills and abilities to perform the job in the targeted field.
 - c. Provide job placement assistance to participants who have completed the training.
 - d. Ensure that participants enroll in and complete only one skills training per contract year based on the participant's interests and abilities.
 - e. Provide a written report to the ORIA Program Manager within 10 business days from the training start date listing the participants in the class.
 - f. Provide a written report to the ORIA Program Manager no later than 90 days after the training completion listing participants who completed the training and became employed.
 - g. Refer participants to CSO staff for support services available through the WorkFirst program (i.e. transportation, childcare, work clothes or tools, etc).

5. eJAS Reporting Requirements

The Contractor shall use the DSHS eJAS system to report the following information on each LEP TANF participant:

- a. Using the Contractor Caseload screen:
 - (1) Accept or reject each CSO referral within three business days of receipt.
 - (2) Enter the activity actual start date within three business days following the start of the activity.
 - (3) Report actual hours of participation by the 10th of each month for the previous month's activities using eJAS Multiple Client Monthly Participation screen.
- b. Using the eJAS Client Notes screen:
 - (1) Document the name of the JT or CJST, duration, start date, days per week and hours per day of the scheduled training activity.
 - (2) Document in eJAS Client Case Notes the dates and the total hours for which the TANF participant was **excused** from participation.

(3) Document participant's participation and progress monthly.

Note: Failure to document monthly in eJAS Client Notes within the 30 calendar days of service end date may result in payment denial.

- c. Notify the referring CSO **through eJAS message** within 14 business days from the date of hire on all participants placed into employment. This information shall include but is not limited to:
- (1) Employer name;
 - (2) Employer address;
 - (3) Contact person and phone number;
 - (4) Job title;
 - (5) Start date;
 - (6) Hourly rate or wage;
 - (7) Average hours worked per week;
 - (8) Medical/Dental benefits availability.
- d. Notify the referring CSO, using Immediate Notify feature in the eJAS after participant had two **excused** or **unexcused** absence in one calendar month.

6. Documentation

The Contractor shall maintain a separate case file for each participant. Case files shall include, but is not limited to, the following:

- a. Legible copies of front and back side of the Permanent Resident Card (I-551), I-94 or other USCIS documentation verifying current immigration status;
- b. Case notes, documenting participant's attendance and progress, excused and unexcused absences;
- c. Attendance records – must include participant's Last and First name, JAS ID (if applicable), dates and hours of attendance. Daily sign-in sheets must include start and end time of the training and be signed by the participant;
- d. Testing results;
- e. Certificate of Completion;
- f. Referrals to job openings;
- g. Case notes documenting 30 days full time or part time employment retention for all employed participants as verified by the Employment Verification form signed by the employer or obtaining a copy of the pay stub(s) verifying employment;

- h. Case notes documenting 90 days full time or part time employment retention for all employed participants as verified by the Employment Verification form signed by the employer or obtaining a copy of the pay stub(s). If neither is available, the Contractor may certify with the reporting staff signature that employment retention information was obtained either by contacting the employer or the participant.

7. Performance Measures

For the purpose of ongoing LEP Pathway program planning, ORIA will assess the Contractor's performance based on the following skills training measures:

- a. Number in skills training who successfully completed the training;
- b. Number of those in skills training who entered employment in that field; and
- c. Number of skills training participants who keep their job at 90-Days.

8. Consideration

DSHS shall pay the Contractor as follows:

- a. **\$110.00** per week for each participant attending a minimum of 75% of the required training hours as verified by the attendance log submitted with the billing. This payment is contingent to the reporting of actual hours by the 10th of each month. This is payable for up to a maximum number of weeks as per the curriculum submitted to and approved by ORIA. (Billing code – **SM**)
- b. **\$300.00** for each participant placed in employment within 90 days after training completion. The participant must be placed in a job consistent with the training. This is payable one time per contract period. For non-TANF/non-PA participants, the Contractor will report employment information to the ORIA program manager. (Billing code - **IM**)

Note: Contractors who are billing Initial Placement under this SOW shall not bill the same service under any other LEP Pathway SOW for the same individual.